

Job Title: Program Assistant	Revised: 09/17/2020
Department: Care Coordination	
Reports to: Care Coordination Director	FLSA status: non-exempt

Position Overview

The program assistant is the primary support for the Care Coordination program. This position provides assistance with development, organization and maintenance of centralized information systems, billing, program reports, quality assurance tasks and other duties necessary for day to day operation of the Care Coordination program.

Essential Job Functions

- Database entry and management, including preparing reports and compiling month billing documents.
- Assist with quality assurance program and evaluation tasks.
- Compiles, distributes and tracks discharge and annual satisfaction surveys.
- Serves as a backup for the receptionist. Screen and direct calls and greet visitors.

Requirements and Qualifications

- High school diploma or equivalent.
- Minimum of one full year experience in administrative support.
- Ability to pass a state and federal criminal background check.

Knowledge, Skills and Abilities

- Excellent knowledge and proficiency with Microsoft based spreadsheet, database, and word processing software.
- Ability to work independently, follow directions and organize materials and time.
- Must be detailed oriented and accurate with data entry.
- Ability to operate computers and other office equipment.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.

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